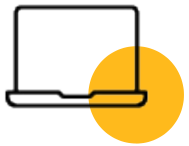
Introduction to Zoom

Pearson

What you will need to join a Zoom Meeting

Email

- You will need the email address that you used to book the London Centre Orals.



Your Technology

- You should use a desktop or laptop computer to access the meeting.
- Stable, fast internet will improve your audio and video quality.

A Headset

- A headset ensures privacy.
- Headsets with microphones are often the best solution for good audio and microphone quality.

A Private Location

- Access the Zoom meeting from a private and quiet location.

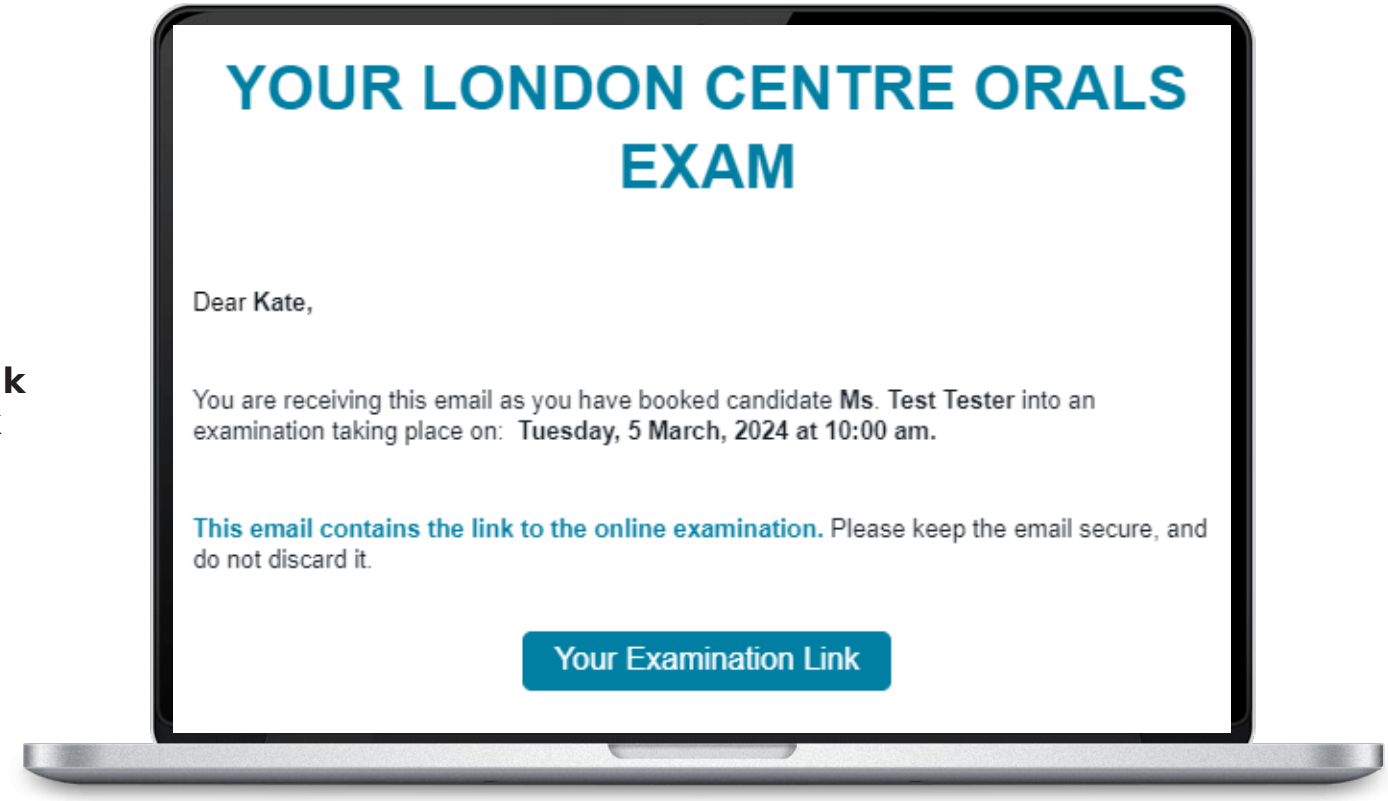
Receiving your Invitation

01 **You will receive your invitation on the email address that you used to book.**

02 **The email invitation might go to your Junk Email Inbox. Please make sure you check there before emailing the London Centre Orals.**

Make sure this email is kept somewhere safe. However, the LCOs Team can help with the link if you cannot find it.

Londoncentreorals@pearson.com


YOUR LONDON CENTRE ORALS EXAM
Dear Kate,
You are receiving this email as you have booked candidate Ms. Test Tester into an examination taking place on: Tuesday, 5 March, 2024 at 10:00 am.
This email contains the link to the online examination. Please keep the email secure, and do not discard it.
Your Examination Link

Getting into the meeting

I want to create a Zoom Account

Get more from your meetings. Create a Zoom account in advance to ensure you are ready on the day.

Click the picture above to go to the guidance slide.

Create a free account on Zoom

01

Use the same email that you used for booking

This must be the same email, or Zoom will not allow you to join even with an account.

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02

Go to the web link below

https://zoom.us/signup#/signup

Type your year of birth when prompted.

03

Enter the email address

In the box, enter the email address that is linked with your booking.

04

Enter the verification code

A code will be sent to the email address you have entered.

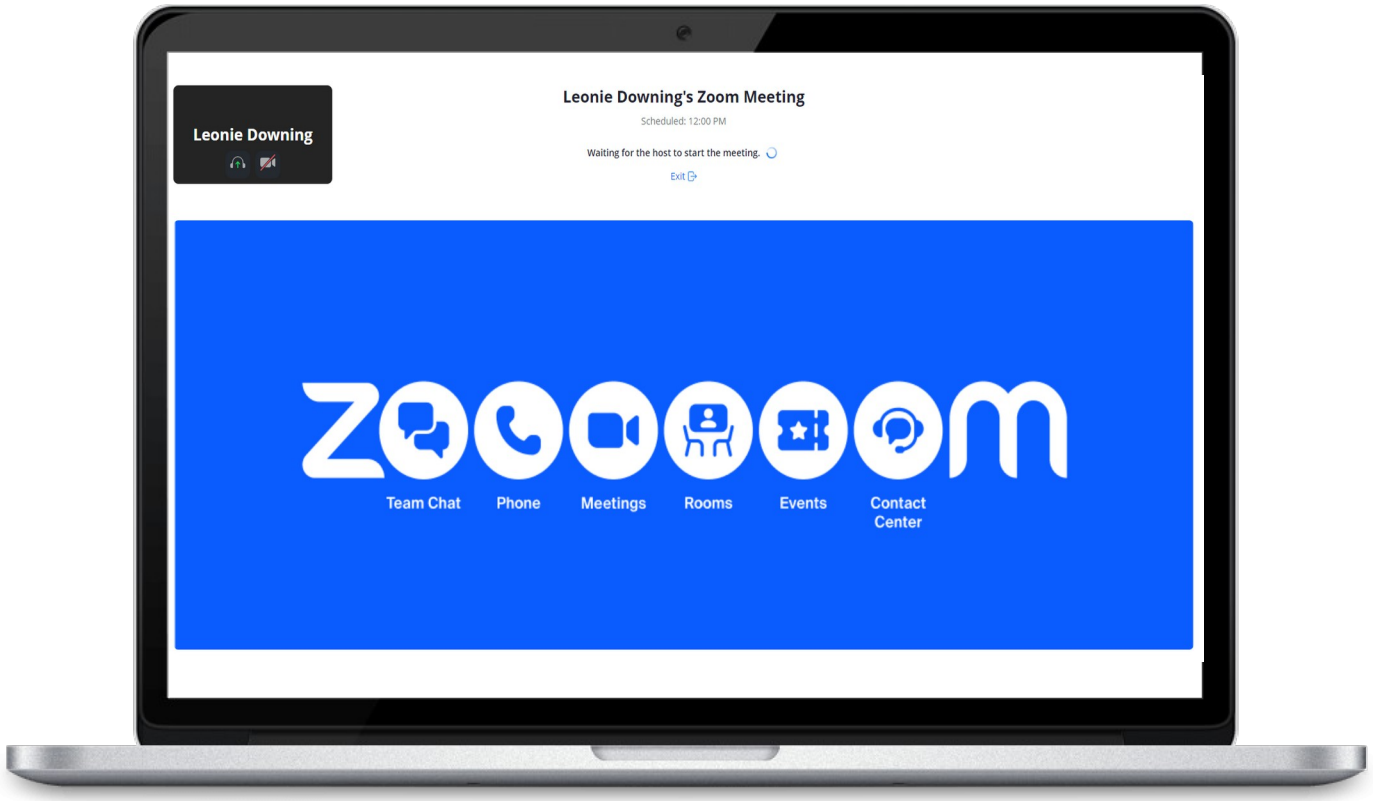
You will have 10 minutes to enter this code into the boxes.

05

Enter your name and create a password

Your name should be the forename and surname listed on the LCO booking.

Joining the Meeting – The Wait Room



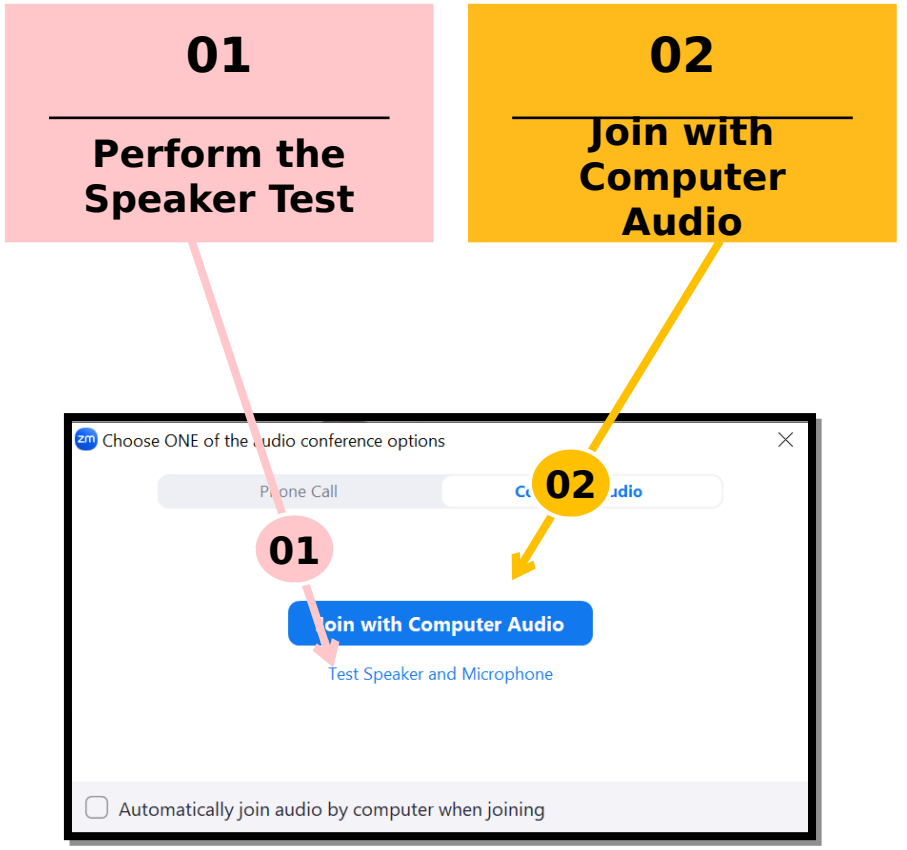
Upon successful login, you may see the screen to the left. This is the wait room.

When the host has not yet joined the meeting: “Waiting for the host to start the meeting.”

When the host has not yet admitted you: “Host has joined. We've let them know you're here.”

Be patient and remain in the room. Repeatedly logging in and out will increase the chance of you being missed out when the room is opened by the host.

Joining – First Steps



Joining the Meeting – Standardisation Officers

You will have a Standardisation Officer in attendance at your assessment.

A Standardisation Officer will be present to provide support, offer choices of cards, and assist with any technical issues.

If you have a technical issue, please type in the chat so that a stand officer can help you.

You can also use an @ comment to notify the Standardisation Officer that you need their assistance.

I cannot join the Zoom meeting

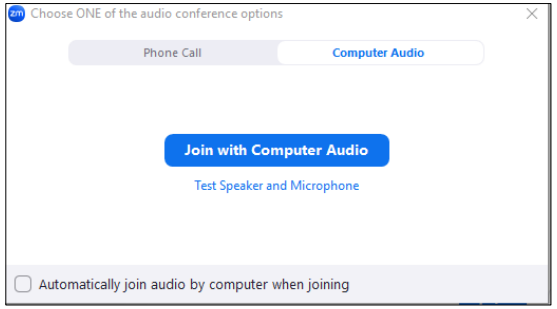
1. It is recommended that you log in with a Zoom account for easiest access.
2. Ensure that you are using the email that is linked to your Gateway account.
3. You may need to reset your Zoom password, which you can do here.

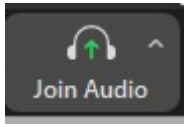
I do not have the meeting link

1. Before the meeting, look for an email titled **Booking Confirmed**
2. This will only be sent if you have accepted your invitation. Make sure this is accepted and check your junk inbox.
3. **If you have followed the steps above and do not have the meeting link before the event,** you should reach out to the London Centre Orals londoncentreorals@pearson.com.
4. **If you have reached two working days before your event and do not have the link**, please contact the London Centre Orals email address.

I am struggling with my speaker/microphone

1. When entering the meeting, run the speaker and microphone test using the audio-conference panel pop-up or find it using the ^ in the audio menu.


Choose ONE of the audio conference options
Phone Call
Computer Audio
Join with Computer Audio
Test Speaker and Microphone
Automatically join audio by computer when joining



2. Make sure you have selected “join audio” or you will not be able to hear.

3. Ensure your microphone is not muted if you need to speak in the meeting.

I am having issues with audio quality

1. Quality in Zoom is mostly impacted by user-end conditions. Poor internet speed will likely hamper the meeting’s quality.

2. If you can move physically closer to your router or plug into the router or an ethernet wall socket, this may improve speeds.

3. Turning off your camera, and requesting others turn off their cameras, will improve the audio quality as less data is being transmitted through the unstable connection.

4. Using a headset and microphone will provide the best audio quality, as laptop mics can cause echoing, especially without a headset.

Zoom Support

You can access the full Zoom Support library here:

https://support.zoom.com/hc/en/

Zoom FAQs

You can find answers to some frequently asked questions here:

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0063407

Zoom for New Users

Completely new to Zoom? Zoom have a new users guide here:

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0061316

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